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08-15

March 2, 2000

Mr. Dale Hatfield  
Office of Engineering and Technology  
Federal Communications Commission  
445 12<sup>th</sup> Street, N.W.  
Room 7-A-340  
Washington, D.C., 20554

Re: Final Service Disruption Report

Dear Mr. Hatfield:

Pursuant to the requirements established in the Report and Order in CC Docket No. 91-273 (Amendment of Part 63 of the Commission's Rules to Provide for Notification by Common Carriers of Service Disruptions), **Pacific Bell** submits the attached **Final** Service Disruption Report associated with a service disruption in **Yuba County and Sutter County California, on February 2, 2000.**

- An Initial Service Disruption Report was faxed to the FCC's Monitoring Watch Officer on that date.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely,

*Barbara J. Reaves*

Enclosures

CC: Bob Kimball  
Kent Nilsson



*A member of the SBC global network*

Retention Period: 6 Years

## FCC SERVICE DISRUPTION REPORT

**Type of Report:** ☐ Initial Report ☐ Update ☒ Final

**Report Number:** 000119

**Occurred:** Date: February 2, 2000 Time: 0920 hours

**Ended:** Date: February 2, 2000 Time: 1540 hours

**Duration (in minutes):** 380

- ☐ 50,000 or More Customers
- ☒ 30,000 - 49,999 Customers
- ☐ Fire incident  $\geq$  1,000 lines
- ☐ Special Offices/Facilities
- ☐ 911
- ☐ Major/Medium Airport
- ☐ NCS Request

**Geographic Area Affected:**

This event occurred in Wheatland, CA and affected service in the counties of Yuba and Sutter. Wheatland and the affected counties are served by the 530 area code and are located in the Sacramento, California LATA 726.

### Estimated Customers Affected:

Pacific Bell estimates that potentially 38,656 customers could have been affected by this event. This estimate is calculated using the method recommended by the Threshold Reporting Group (TRG) and based on the quantity and type of circuits (switch or non-switched) transported by the cable at the time the incident occurred.

**Type(s) of Services Affected:**

<input checked="" type="checkbox"/> IntraLATA	<input checked="" type="checkbox"/> InterLATA	<input type="checkbox"/> 800
<input type="checkbox"/> LIDB	<input type="checkbox"/> Operator Services	<input checked="" type="checkbox"/> Interexchange
<input type="checkbox"/> E911/911	<input type="checkbox"/> FAA	<input type="checkbox"/> Cellular
		<input type="checkbox"/> International
		<input type="checkbox"/> All

### Estimated Blocked Calls:

Pacific Bell estimates that 123,316 calls could have been blocked during this incident. This estimate is based on the peg count for the same day and time period one week following this event.

### Apparent or Known Cause of the Outage:

The root cause of this event was the failure on the part of the County of Yuba to call for an underground structures locate prior to digging. Yuba County was aware of the process called Call Before You Dig and the associated law that requires excavation contractors to call the Underground Structures Alert (USA) and delineate the area of a pending dig activity. However, in this case, excavators failed to call for an underground structures locate and while using a backhoe, severed a telecommunications cable. When this occurred, circuits transported by that cable were lost.

**Name and Type of Equipment Involved:**

Not applicable

**Specific Part of Network Involved:**

This incident affected the interoffice portion of the network.

There were no Public Service Answering Points (PSAPs) isolated by this event.

**Methods used to Restore Service:**

At 0920 hours, an alarm was activated at the Network Operations Center (NOC) and by 0940 hours, Construction personnel was working to isolate the problem. At 0940 hours, the Digital work group in Marysville, a neighboring central office, notified the NOC that there was no light (signal) detected via the fiber optics systems at Marysville that indicated the potential for a cable cut. The NOC began to identify potential systems available to reassign the affected systems to other cables. Concurrently, the Construction personnel successfully isolated the point where the cable was damaged at 1040 hours by driving along the cable route. Splicing technicians were dispatched and after assessing the damaged cable, estimated that splicing would be completed by 1600 hours.

The link to the computerized systems inventory was severed when the cable was damaged. Therefore, at 1130 hours, Technical Support was called by the NOC for assistance to identify and reassign the systems that were affected when the cable was damaged. Technical Support contacted engineering and the planner provided alternate routes for the T3 systems given top priority and the NOC began to have the circuits moved. At 1515 hours, system cards were obtained and the three T3 system given highest priority were switched off the damaged fiber route and traffic was restored.

Construction repaired the four working strands of the fiber cable at 1540 hours and all service was restored. The other four fiber strands were spliced by 1630 hours

**Steps Taken to Prevent Recurrence:**

The following steps have been or will be taken to prevent the recurrence of this outage.

On 2/2/00, Pacific Bell representatives met with the Yuba County representatives to discuss and reinforce the Call Before You Dig process and requirements.

Legal claims have been filed in association with this event.

**Applicable Best Practices:**

Pacific Bell reviewed the Network Reliability: A Report to the Nation, June 1993, and evaluated all recommendations and practices by focus area. Based on the root cause analysis the most appropriate area is:

Fiber Optic[s] Cable Dig-Ups:

Reference 6.1.1.2 – Call Before You Dig

Reference 6.1.1.3 – Locate the Cable

Reference 6.1.3.3 – Visible Cable Markings

**Best Practices Used:**

None.

**Analysis of Effectiveness of Best Practices:**

Fiber Optic[s] Cable Dig-Ups:

Reference 6.1.1.2 – Call Before You Dig

Reference 6.1.1.3 – Locate the Cable

Reference 6.1.3.3 – Visible Cable Markings

Analysis: None of the recommendations/best practices were followed. The contractor did not call for a locate. In this area, the cable was not marked. Had these been in place, this disruption may have been avoided.

**Prepared by:** Otis C Armstrong/Patti Watson

**Contact:** Rick Lyon

**Telephone:** 510-645-5000



A member of the SBC global network

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Retention Period: 6 Years

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Type of Report:

☒ Initial Report

☐ Update

☐ Final

Report Number: 000119

☐ 50,000 or More Customers

☒ 30,000 - 49,999 Customers

Occurred: Date: February 2, 2000 Time: 0920

☐ Fire Incident ≥ 1,000 lines

Ended: Date:

Time:

Special Offices/Facilities

☐ 911

☐ Major/Medium Airport

Duration (in minutes):

☐ NCS Request

Geographic Area Affected: Yuba County and Sutter County California, located in LATA 726 and served by the 530 area code.

Estimated Customers Affected: approximately 40,000

Type(s) of Services Affected:

☒ IntraLATA

☐ InterLATA ☐ 800

☐ LIDB ☐ Operator Services

☒ Interexchange

☐ Cellular

☐ International

☐ E911/911

☐ FAA

☐ All

Estimated Blocked Calls: Unknown, see final report.

Apparent or Known Cause of the Outage: Backhoe damage.

Name and Type of Equipment Involved: Fiber cable.

Specific Part of Network Involved: Interoffice facilities.

Methods used to Restore Service: Splice and patch to spare facilities.

Steps Taken to Prevent Recurrence: Unknown at this time - see final report

Applicable Best Practices: (Not available at this time)

Best Practices Used: (Not available at this time)

Analysis of Effectiveness of Best Practices: (Not available at this time)

Prepared by: John Haugen

Telephone: 916-977-7777

Contact: Rick Lyon

Telephone: 510-645-5000

Date submitted: February 2, 2000

Time: 1250 hours